

**CALIFORNIA BOARD OF ACCOUNTANCY**

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WEB ADDRESS: <http://www.dca.ca.gov/cba>**UPDATE ON LICENSING DIVISION'S CLIENT SERVICES UNIT*****IN PLACE AND MAKING PROGRESS***

The California Board of Accountancy's Licensing Division is pleased to announce the launch of its Client Services Unit. Our objective is to enhance the level of service currently provided by the Board's Licensing Division.

The Client Services Unit has six full-time employees knowledgeable in all Licensing Division areas including examination, initial licensing, license renewal, and continuing competency.

Currently, the Client Services Unit is assisting in processing the large volume of requests we receive for certification of Board records. Redirection of this task from the Initial Licensing Unit will contribute to the Board's efforts to eliminate the application backlog so qualified individuals can be licensed in a more timely manner. The Board's goal is to process a licensing application within 45 days, and we expect to meet this goal within a month.

The Client Services Unit additionally has embarked on several new projects aimed at enhancing customer service. We are exploring various options for soliciting client feedback, including a customer service survey and a web-based comment form.

The Client Services Unit is available for client contact through email, telephone, or fax as listed on our [Contact Us](#) page. We will keep you informed of the progress being made by the Client Services Unit.